



NORTHROP GRUMMAN

Ship Systems

Knowledge Management and Data Management

Data Management Panel – 38th Annual GEIA Conference

14 September 2004

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DEFINING THE FUTURE

Agenda

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- **Knowledge Management Fundamentals**
- **Relationship to Data Management**



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Knowledge Management Fundamentals

What is Knowledge Management?

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Systematic approaches to enable information and knowledge to grow, flow and add value

American Productivity and Quality Center (APQC)

"Knowledge Management is the leveraging of an organization's collective wisdom to increase innovation and responsiveness."
The Delphi Group

What is Knowledge Management?

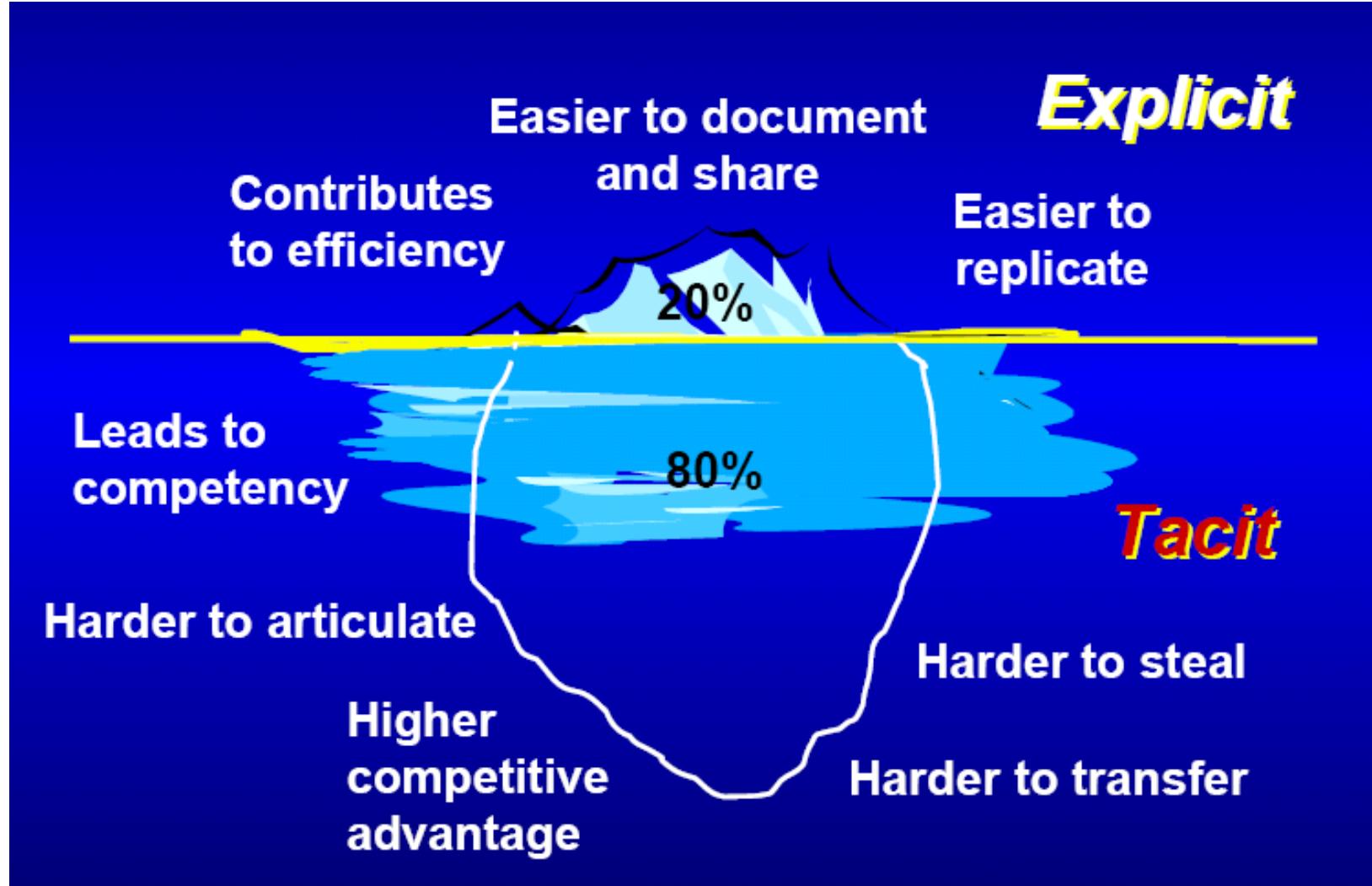
Making sure
The right *information*
gets to the right *people*
at the right *time*
for the best *decision*
the first *time*.



Knowledge Management Is All About People!

What Kinds of Knowledge Are We Talking About?

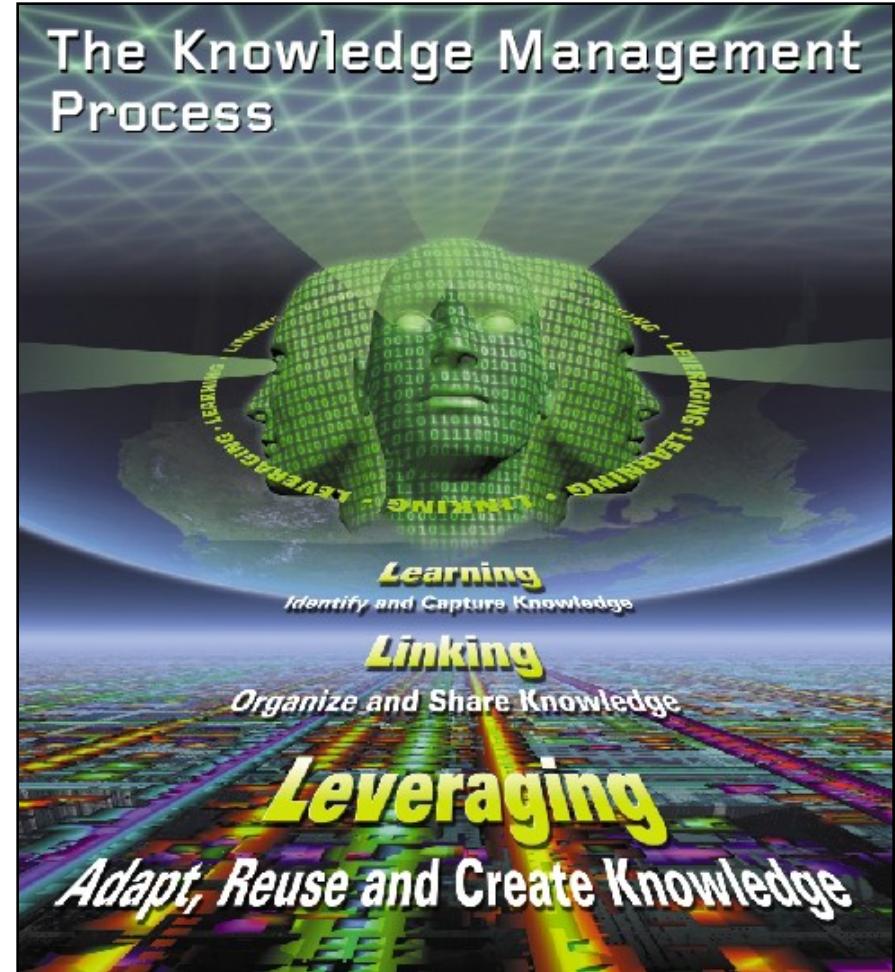
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What is the KM Process?

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- **Learning**
 - Identify and Capture
- **Linking**
 - Organize and Share
- **Leveraging**
 - Adapt, Reuse and Create New
- **Leading**
 - Define Knowledge That Has Strategic Value
 - Make KM Part of Everyday Activities



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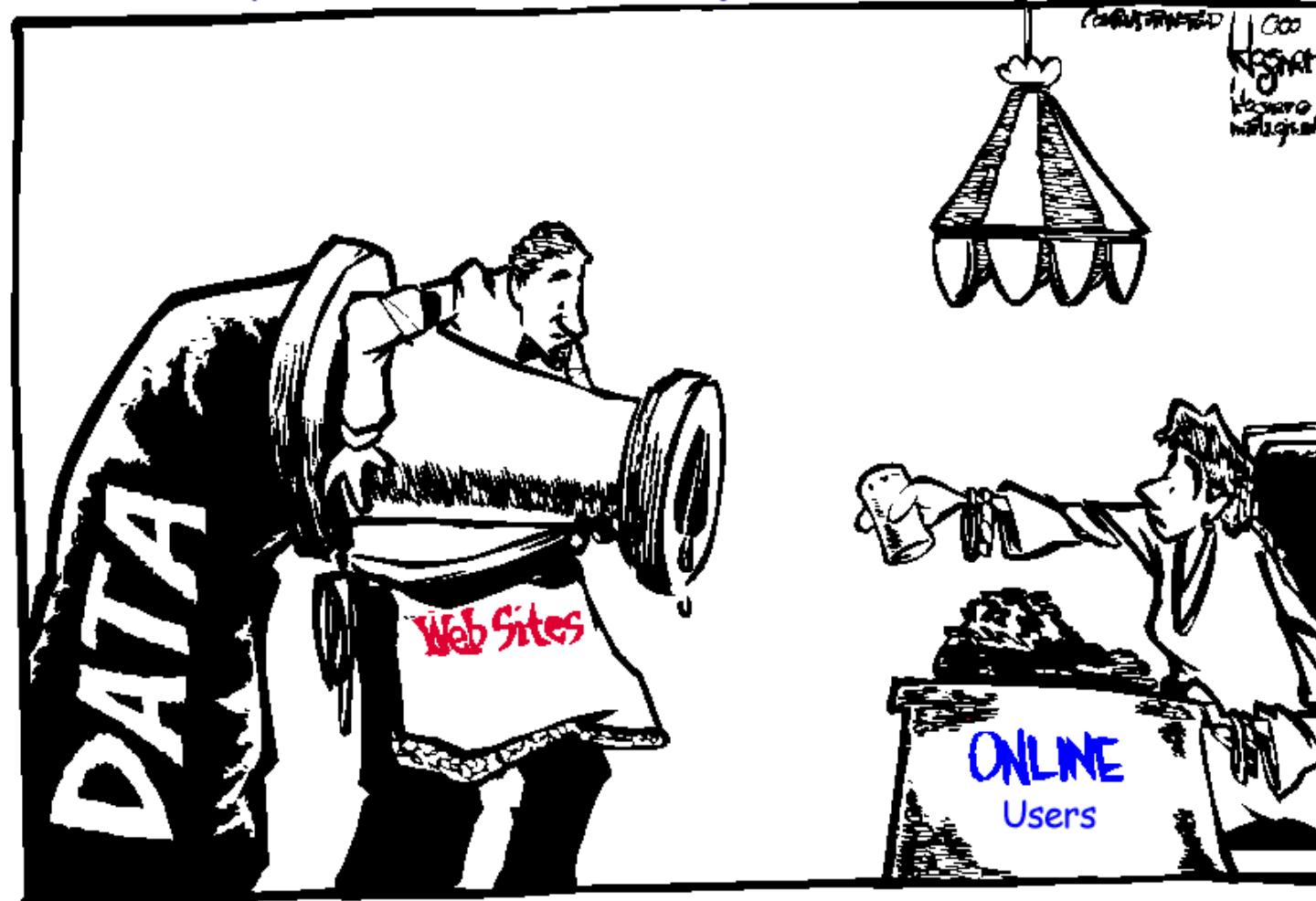
Relationship to Data Management

We have exposed more data to our employees than ever before - are we smarter because of it?

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Where's My Stuff?

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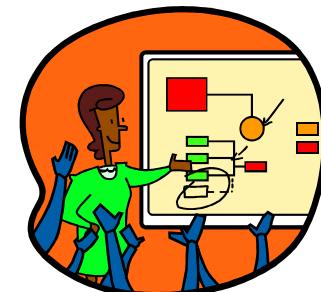


DM Roles in Support of KM

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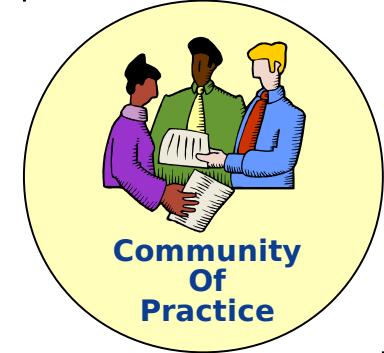
- **Develop policies for document management**
 - Shared drives
 - Libraries
 - Data banks
 - Online (web pages)
 - Product Data Management tools
 - Team rooms
 - Collaboration spaces
- **Assist in developing web content standards**
 - Who adds content?
 - What is the review process?
 - Who controls / updates?
 - How is content maintained (fresh)?
- **Develop taxonomies**



KM Roles in Support of DM

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- Communities of Practice
- Best Practice Replication
- Knowledge Retention / Aging Workforce



- Portals
- Collaboration Spaces
- Expertise Location

The NAVY KNOWLEDGE PORTAL
Fri Mar 19 10:37:53 CST 2004

Log into NKO
NKO User Name:
Password:
 Low-Bandwidth version

New Users
NKO Registration
Guest Registration
Download the DoD Certificate

NKO Help
Forgot your username/password?
View NKO login help
Program Information
Submit Feedback

AKO ARMY ONLINE The United States Army Portal
Friday 19 March 2004

Serving Our Army at War - Relevant and Ready

Sign In Click Here
Sign in with your username and password.
AKO Lite Sign In
Sign in with your username and password (for low bandwidth AKO services).

New User
New User Registration and Lost Password are currently down for maintenance. They will be back online shortly.
Eligibility: Active Army, Reserve,

SGT Leanne Siva with the 412 Civil Affairs Battalion, takes a picture of Afghans during a trip to the Egyptian Hospital to pass out medical supplies on Bagram Airfield, Afghanistan, on 7 March 2004. The Combined Joint Special Operations Task Force-Egyptian Hospital is located on Bagram Airfield that treats Afghan patients. (Released by SGT Horse Murray) (Released)

U.S. AIR FORCE

The AF Portal: Because Information is Not Enough

Personal. Get relevant information automatically, based on your job and interests. Put your bookmarks online to travel with you.

Powerful. Gain control with self-service. Collaborate with communities. Communicate with AFIM. Eliminate numerous passwords.

Essential. Find the trusted source. Search across the enterprise. Follow the latest news.

Customer Service
If you still have questions or need technical assistance, contact our main desk

Take a Guided Tour
Activate Your Account

What is a Community of Practice?

- **A group of people formed around a topic to:**
 - Share ideas, insights, information & help
 - Solve problems & advise each other
 - Learn together
 - Create tools, processes, frameworks, etc.
- **People in communities relate to each other**
- **Over time, communities steward a practice**
 - Develop core knowledge
 - Manage the material about their topic



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Purpose of A Community of Practice

Quickly Connect with Subject Matter Experts



Forum for Networking



Transferring Best Practices and Lessons Learned



Sharing and Adapting Knowledge

Provide Recognition

Mentoring and Developing Talent

***Where Knowledge is Created,
Shared, Reused and Adapted***

DAU Data Management CoP

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8

Acquisition Community Connection
Where the AT&L Workforce Meets to Share Knowledge

ACC Home | Contact Us | Site Map | Privacy Policy | Search | >>

Defense Acquisition University 

Topic Explorer

- ACC
- Contract Management(100)
- Data Management(43)
 - GEIA 859 HDBK Development(48)
 - Introduction(0)
 - Principle 1(6)
 - Principle 2(8)
 - Principle 3(8)
 - Principle 4(8)
 - Principle 5(6)
 - Principle 6(21)
 - Principle 7(7)
 - Principle 8(6)
 - Principle 9(9)
 - Annex A(0)
 - Annex B(0)
 - Annex C(0)
 - Annex D(0)
 - GEIA 859 HDBK Development Archives(14)
 - EIA Standard 649 Material for Review(3)
 - Integrated Handbook(1)
 - Data Management(43)

ACC > Data Management

[Printer friendly version](#) 

Data Management
Strengthen collaborative partnerships to enable development of common data management practices and implementation guidelines.

★★★ 0 ★★★ [open Topic](#)
ID: 14309

Date Added: 2003-09-04 5:21 pm
Date Modified: 2004-08-15 4:46 am [Comment on this page.](#) (14 comments)



Tools

- Members
- Find in Discussions
- Filter
- Calendar
- Email Groups

Features

- Navy: Finding Information: Searching for Specifications and Standards
- Navy: Finding Information: Searching for Technical Manuals

What's New

- Enterprise Transformation Through Knowledge Transfer
- Data Management CoP Award
- RE: Level of DoD DM Policy & Guidance Control? I am a active duty Major in ... Major Will Rubel 2004-08-15 4:46 am
- RE: Distributing information on the CoP

Your Next Steps?

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- **Learning,
Linking,
Leveraging, and
Leading Data Management Knowledge**
- **Building Communities**
- **Applying KM Tools**



Knowledge Management Resources

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- Books

- *The Springboard : How Storytelling Ignites Action in Knowledge-Era Organizations*, by Stephen Denning
- *Working Knowledge*, by Thomas H. Davenport and Laurence Prusak
- *Enabling Knowledge Creation : How to Unlock the Mystery of Tacit Knowledge and Release the Power of Innovation*, by Georg Von Krogh, Kazuo Ichijo, and Ikujiro Nonaka
- *In Good Company: How Social Capital Makes Organizations Work*, by Don Cohen and Laurence Prusak
- *If Only We Knew What We Know*, by Carla O'Dell
- *E-Learning*, by Marc Rosenberg
- *Leading Change*, by John Kotter
- *The Tipping Point*, by Malcom Gladwell
- *Leveraging Communities of Practice for Strategic Advantage*, by Hubert Saint-Onge and Debra Wallace
- *Cultivating Communities of Practice*, by Etienne Wenger, Richard McDermott, and William Snyder
- *Continuity Management*, by Hamilton Beazley, Jeremiah Boenisch, and David Harden

Knowledge Management Resources

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- **Web Sites**

- **US Government KM** <http://www.km.gov/index.html>
- **KM World** <http://www.kmworld.com/>
- **George Mason University KM Site**
<http://www.icasit.org/km/index.htm>
- **Buckman Laboratories** <http://www.knowledgenurture.com/>
- **American Productivity and Quality Center**
<http://www.apqc.org/>
- **@Brint** <http://www.brint.com/km/>
- **And Many Others....**

- **Organizations**

- **IBM Institute for Knowledge Management (IKM)**
- **American Productivity and Quality Center (APQC)**
- **The Conference Board**

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Questions?